

OUR PLAN FOR 2018-2023 AND YOUR PART IN IT



Scottish Borders Council's new Corporate Plan sets a direction for the next 5 years to:

- make the most of the opportunities we now have.
- tackle the challenges we face.
- take account of what the new Administration want to achieve for the Scottish Borders.
- ensure we respond to national policies and other statutory requirements.

What's different about this Plan?

Our last Corporate Plan focussed on what **we** as a Council were going to do.

This Plan not only outlines what we are going to do – but it asks our residents, communities, businesses and partners to **play their part** too.

The plan proposes a new approach and **the need for us to change our way of working** in order to continue to have a positive effect on lives despite being faced with various challenges.

The plan will be supported by an ongoing campaign called **#yourpart**, reinforcing **why** we need to work differently, and **encourage residents** to change their behaviour and attitude and play their part.

The plan is structured around 4 key themes



There are examples within each theme of what we need from residents

OUR PLAN

OVER THE NEXT 5 YEARS WE WILL

Design and deliver as many services as we can online, so we can focus our face to face contact on supporting vulnerable individuals and families

YOUR PART

Use the services we put online for example, applying for Housing Benefit, reporting a complaint to help us to reduce costs - check online before you call

An ongoing campaign will support this new approach, with a range of examples of where individuals, families, partners, businesses and communities have *played their part*

